

Mrs A V N College Visakhapatnam

5.1.4 Implementation of Regulatory body Guidelines for Students grievance redressal

Student Grievance Redressal Committee (SGRC)

Objectives

The Student Grievance Redressal Committee (SGRC) was formed after the establishment of the College. It was reconstituted in July 2014. Further as per the guidelines given by UGC Notification, Grievance Redressal Cell / Committee (GRC) was modified in July 2019 to probe into students grievances. It redresses the grievances at individual and class level and grievances of common interest. The Cell maintains a conducive and unprejudiced educational environment. Complaints of students and parents are redressed. All complaints are scrutinized by the management and the grievance redressal cell.

The complaint management mechanism is carried out in three levels in the institution:

- The departmental level grievances are attended by the concerned class teachers who are mentors and department heads.
- The student coordinators and staff coordinators of various clubs and associations act as facilitators to communicate and sort out the grievances pertaining to various clubs and associations.
- Unresolved grievances at the departmental level and association level are referred to the Grievance Redressal Cell of the institution. The students can approach the Grievance Redressal Cell of the institution with their complaints of common interest too.
- Depending on the seriousness of the problem, the issues are settled by the Cell or by the Principal in consultation with other members of the management, parents and faculty. The collective efforts of the management, department heads, class teachers, various staff coordinators of clubs and associations and the Grievance Redressal Cell resolve the complaints promptly and efficiently. The effective complaint management mechanism improves better stakeholder relationship and contentment.

Grievance redressal mechanism

Mrs A V N College is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was set up at Mrs A V N College Visakhapatnam in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) in July 2014 and reconstituted in July 2019 to probe into stakeholders grievances. Student Grievance Redressal Cell (SGRC) facilitates the resolution of grievances in a fair and impartial manner involving the respective College/Dept./Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing or send through e-mail.

Students can file complaints on admissions contrary to declared admission policies, irregularity in the process of admission, refusal of admission in accordance with declared policy, non-publication of a prospectus by the institution, false or misleading prospectus, refusal to return documents, demand of excess money, violation of reservation policy, non-payment or delay in payment of scholarships, delay in the conduct of examinations, or declaration of results, non-transparent or unfair practices for the evaluation of students, complaints of discrimination of students based on caste, and any type of harassment with the proposed mechanism.

Grievance Redraasal committee

1. Dr N. Ramakrishna, Assistant Professor of Mathematics

2. P.GANDHI, Assistant Professor of Statistics

3 Smt K..INDIRA, Assistant Professor of Commerce

There is a separate Internal Complaints cell which looks after issues related to Sexual harassment. It implements all the guidelines of regulatory bodies like Women Commission, SC/ST commission, Our constitution, Government guidelines, UGC.

Downloads:

- [VISHAKHA Guidelines](#)
- [Prevention of Sexual Harassment Act](#)
- [UGC Guidelines](#)

Objectives of ICC:

The objectives of the Internal Complaint Committee to Prevent Sexual Harassment of Women at the Workplace are as follows:

- To develop a policy against sexual harassment of women at the Institute.
- To ensure the implementation of the policy in letter and spirit through proper reporting of the complaints and their follow-up procedures.
- To uphold the commitment of the Institute to provide an environment free of gender based discrimination.
- To promote a social and psychological environment to raise awareness on sexual harassment in its various forms.
- To create a secure physical and social environment to deter any act of sexual harassment.
- To evolve a permanent mechanism for the prevention and redressal of sexual harassment cases and other acts of gender based violence at the Institute.

Background & Rationale:

Sexual harassment infringes on the following two fundamental rights provided by the Constitution of India: One is the right of a woman to gender equality under Article 14 and the other is the woman's right to life and live with dignity under Article 21.

Supreme Court provided clear guidelines for dealing with sexual harassment in 1997. These guidelines which are legally binding and must be enforced include definition of sexual

harassment at the workplace, prevention of such harassment, disciplinary action against the erring employee, and employer's responsibility in ensuring a harassment-free workplace.

The Committee for Managing Gender Issues has been set up as the Internal Complaints Committee that the Indian Institute of Management Bodh Gaya was required to set up as per the Supreme Court Guidelines. This would normally limit its outcomes to resolution, settlement, or prosecution. However, ICC was set up not only to deal with complaints of sexual harassment of women in the workplace but also to focus on creating awareness, counselling and educating about gender issues. For example, specific components of induction programmes were formally introduced and are based on creating awareness and informing students about the Institute's framework for dealing with such issues. In addition, gender sensitization workshops for staff and students are also conducted.

Jurisdiction:

The policy and the rules & regulations would apply to all students, faculty and nonteaching staffs on active roles of Mrs A V N College Visakhapatnam. The policy and the rules & regulations would also apply to service providers and outsiders who may be within the territory of the Mrs A V N College Visakhapatnam at time of commission of the act coming under the purview of the policy.

Composition:

ICC has a membership of three to four persons, of which at least half the members are women.

Chairperson of the Committee is a woman faculty member.

Chairperson: Smt M Swarajyalakshmi, Assistant Professor

Members:

- Smt P Krishnakumari, Assistant Professor, Dept of Chemistry
- Smt K Indira, Assistant Professor, Dept of Commerce
- Gopikrishna, Physical Director

Duties of the Committee:

The committee is NOT to act as a moral police; neither will it intrude on anyone's privacy. The role of the Committee is to create awareness about sexual harassment and to deal with and recommend punishment for non-consensual acts of sexual harassment, and not to curtail sexual expression within the campus.

A. Preventive

To create and ensure a safe environment that is free of sexual harassment, including safety from persons/visitors coming into contact at the workplace.

B. Gender Sensitization

Gender Sensitization involves creating awareness about issues of gender and sexuality and working towards and creating an enabling environment of gender justice where all can work together with a sense of personal security and dignity.

C. Remedial

The mechanism for registering complaints should be safe, accessible, and sensitive.

Downloads:

- [VISHAKHA Guidelines](#)
- [Prevention of Sexual Harassment Act](#)
- [UGC Guidelines](#)

Circulars

- 1.All the members of the Internal Complaint Committee are requested to attend the meeting on 21 st July 2017 at 1pm.
- 2.Please assemble in the Commerce Computer Lab.
- 3.The agenda of the meeting of Awareness Programmes for both girls and boys .
- 4.Other issues like gender sensitization

- 1.The members expressed that there were no cases of complaints against sexual harassment in the college campus and the male and the female students have a healthy and friendly relationship
2. They team up together and perform their academic work and participate in co-curricular and extracurricular activities without any gender disparity.

- 1.The members agreed in consensus that programmes should be organized to educate students about the provisions in law for protection of girls.
- 2.Principal expressed his opinion that a workshop on self defense should be made mandatory for all the girl students and all the members agreed. 3.The members discussed about the healthy and congenial environment in the campus as there were no complaints on sexual harassment against girls.

- 1.To create social awareness about the problems of women and in particular regarding gender discrimination.

- 2.To develop the self-confidence of Women.

- 3.To guide about Women Welfare Laws.

- 4.To assert the importance of spiritual, economic, social, racial and gender equality.

- 5.To highlight the importance of health and hygiene.

- 6.To direct Women's role in the society. To develop a multidisciplinary approach for the overall personality development.

- 7.To organize seminars, workshops relating to women development.

- 8.To prevent sexual harassment and to promote general well-being of female students, teaching and non-teaching women staff of the College

1.A complaint Drop box must be placed in the office premises

2.Webinar on Women Safety and Security on Social Media during the year 2021 -2022